

ORANGE COUNTY CLASS SPECIFICATION

TITLE: CASE MANAGER - EMPLOYMENT & TRAINING SERVICES **GRADE:** 10

TITLE ABBREVIATION: CASE MGR-E&T SERV **TITLE NO.:** 6147

JURIS.CL: C **SALARY CODE:** 01 **UNIT:** -- **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: COUNTY EXEC. **DIVISION:** EMPLOYMENT & TRAINING ADMINISTRATION

SUPERVISOR'S TITLE: ASSISTANT DIRECTOR, EMPLOYMENT AND TRAINING

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, coordinating and supervising the activities of an assigned segment of the population enrolled in activities provided through the Employment & Training Administration. The essential nature of the work is such that incumbents assist program participants through the modification of individual service strategies and the provision of vocational guidance. The Case Manager - Employment & Training Services is also responsible for the referral of consumers to appropriate related supportive services. Work is performed under the general supervision of the Assistant Director, Employment and Training with leeway granted for independently carrying out job objectives. Supervision may be exercised over subordinate employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Approves, monitors, oversees and evaluates the efforts of assigned participants in programs provided under the aegis of the Employment & Training Administration;
2. Provides assistance to participants through referral to appropriate training opportunities, job openings, and supportive services;
3. Participates in informational meetings with various members of the assessment team and/or service providers regarding Employment & Training efforts in the community;
4. Counsels individual participants to motivate, reinforce and develop a solid work ethic and achieve realistic occupational goals;
5. Maintains participant program records, updates individual service strategies, completes reports and compiles statistics, as required;

6. May make training-related home or work-site field visits to evaluate participant progress.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of Employment & Training programs, policies and procedures; good knowledge of the cultural, environmental and personal factors influencing the lives of persons who are economically disadvantaged, low income, unemployed or otherwise facing barriers to employment; good knowledge of interviewing and counseling practices and procedures; working knowledge of crisis intervention techniques; ability to fulfill travel requirements to field assignments; ability to communicate and deal effectively with others; good powers of observation, perception and analysis; sensitivity to the reactions of others; emotional maturity; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Associate's Degree or completion of (60) semester credit hours and one (1) year of experience in job placement, job training or determining eligibility for a social service, employment or training program; OR
- (B) Associate's Degree or completion of (60) semester credit hours and two (2) years active-duty service in the United States Armed Forces; OR
- (C) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as outlined in (A) above.

Note: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

REVISED: 03/24/23 dc